

In Place of FORM PTO-1449 (Modified)

Serial No. #1005,680Applicant: Brown et al.Filing Date: 12-3-01Group: 2642Atty. Docket No. AUS920010945US1LIST OF PATENTS AND PUBLICATIONS FOR  
APPLICANT'S INFORMATION DISCLOSURE  
STATEMENT

 1036 U.S. PTO  
10/005680  
12/03/01

## Reference Designation

U. S. PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Name	Class	Sub- class	Filing Date if Appropriate
<u>Spm/mcu</u> AA	US 4,788,715	11/29/88	Announcing Waiting Times in Queuing Systems	379	84	10/16/86
<u>Spm/mcu</u> AB	US 5,020,095	05/28/91	Interactive Call Distribution Processor	379	67	11/16/88
<u>Spm/mcu</u> AC	US 5,166,974	11/24/92	Interactive Call Processor to Facilitate Completion of Queued Calls	379	67	04/15/91
<u>Spm/mcu</u> AD	US 5,444,774	08/22/95	Interactive Queuing System for Call Centers	379	266	01/03/95
<u>Spm/mcu</u> AE	US 5,506,898	04/09/96	Expected Wait-Time Indication Arrangement	379	266	12/12/94
<u>Spm/mcu</u> AF	US 5,796,791	08/18/98	Network Based Predictive Dialing	379	265	08/18/98
<u>Spm/mcu</u> AG	US 5,864,616	01/26/99	System and Method for Providing Call Statistics in Real Time	379	266	06/28/96
<u>Spm/mcu</u> AH	US 5,867,572	02/02/99	Customer Queuing Arrangement	379	266	02/20/96
<u>Spm/mcu</u> AI	US 6,064,730	05/16/00	Customer-Self Routing Call Center	379	265	06/09/97
<u>Spm/mcu</u> AJ	US 6,141,328	10/31/00	Method and System for Two-Way Negotiated Call Hold	370	259	09/29/97
<u>Spm/mcu</u> AK	US 6,259,771 B1	07/10/01	Web Based Voice Response System	379	88.17	04/03/98

FOREIGN PATENT DOCUMENTS

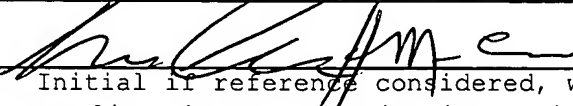
Examiner Initial	Document Number	Date	Country	Class	Sub- class	Filing Date if Appropriate
<u>Spm/mcu</u> BA	✓ JP4245754A	09/02/92	Japan	H04M3	42	

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

Examiner

Initial

CA	U.S. Patent Application No. _____/_____	(Attorney Docket No. AUS 920010944US1)
CB	U.S. Patent Application No. _____/_____	(Attorney Docket No. AUS 920010946US1)
CC	U.S. Patent Application No. _____/_____	(Attorney Docket No. AUS 920010947US1)
CD	U.S. Patent Application No. _____/_____	(Attorney Docket No. AUS 920010948US1)

Examiner: 

Date Considered: 8-14-03 // 8-16-04

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.